

Assets & Infrastructure Committee

3 September 2026

Report for Agenda Item | Rīpoata moto e Rāraki take [4]

Department: Property & Infrastructure

Title | Taitara: Community Access to Drinking Water

Purpose of the Report | Te Take mō te Pūroko

The purpose of this report is to present the Community Access to Drinking Water Review to the Assets & Infrastructure Committee for noting purposes. This report outlines the district's existing water supplies (Council and private), identifies information gaps and opportunities for improvement, summarises potential risk and provides context for any future consideration of drinking water infrastructure.

Recommendation | Kā Tūtohuka

That the Assets & Infrastructure Committee:

1. **Note** the contents of this report.

Prepared by:



Name: Cameron Martyn
Title: Strategy & Infrastructure Planning
Manager
18 August 2026

Reviewed and Authorised by:



Name: Tony Avery
Title: General Manager, Property &
Infrastructure
18 August 2026

Context | Horopaki

1. In June 2026, Councillors received a briefing and report on Community Access to Drinking Water across the Queenstown Lakes District. The briefing highlighted community interest in the availability of drinking water supplies. It also identified the legislated requirement to review the current provision of drinking water infrastructure across the district.
2. Access to safe drinking water in public places supports community wellbeing, visitor experience, and Council's broader objectives relating to public health, amenity, and sustainability. As the district continues to experience growth in both resident and visitor populations, there is increasing interest in ensuring drinking water infrastructure remains fit for purpose and accessible.
3. The Community Access to Drinking Water Review is shown in Attachment A. The findings are being presented to the Assets & Infrastructure Committee to provide Committee members with an overview of the current state of public drinking water provision across the district and to identify potential considerations for future planning and asset management.
4. This report is presented for information only; therefore, no decisions or direction are sought from the Committee at this time. The findings of the review may, however, inform future work programmes, asset planning, service level discussions, and consideration through future Annual Plan or Long Term Plan processes.

Analysis and Advice | Tatāritaka me kā Tohutohu

5. This report is provided to the Assets & Infrastructure Committee for noting and information purposes only.
6. As no decisions are required at this time, no options or recommendations have been developed or assessed. The review is intended to provide information and context that may inform future asset planning, service level discussions, and consideration through future Annual Plan or Long Term Plan processes, should Council wish to pursue any initiatives arising from the findings.

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi i kā Whakaaro Hiraka

7. This matter is of low significance, as determined by reference to the Council's Significance and Engagement Policy 2024. The report is being presented to the Assets & Infrastructure Committee for information only and does not seek a decision, approval, change to service levels, amendment to policy, commitment of funding, or alteration to Council assets. The report is consistent with existing Council policies and previous Council discussions, and has no direct impact on Council's capacity, resource allocation, or levels of service.

8. The persons who are affected by or interested in this matter include residents and ratepayers of the Queenstown Lakes District, the Water Services Council Controlled Organisation (WSCCO), visitors to the district, community organisations, businesses, and users of all drinking water supplies. Internal stakeholders include Council officers responsible for water services, community facilities, parks, reserves and infrastructure.
9. As this report is presented for information only and no decision is sought, no additional consultation or community engagement has been undertaken in relation to this report. Should any future work programme, service level change, or investment proposal arise from the findings of the review, the significance of those matters and any associated engagement requirements will be assessed at that time in accordance with Council's Significance and Engagement Policy.

Māori Consultation | Iwi Rūnaka

10. It is acknowledged that mana whenua have a high interest in accessible community drinking water. Any engagement with Kai Tahu Rūnaka and/or wider public consultation will be considered as part of the project's engagement approach

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

11. This matter relates to the Community & Wellbeing risk category. It is associated with RISK10021 Ineffective operations, maintenance or renewal of property or infrastructure assets leading to failure(s) within the Queenstown Lakes District Council (QLDC) Risk Register. This risk has been assessed as having a very high residual risk rating.
12. The approval of the recommended option will allow Council to retain the risk at its current level. This will be achieved by the Committee noting the contents of the report.

Financial Implications | Kā Riteka ā-Pūtea

13. There is no requirement for additional operational or capital expenditure.

Council Effects and Views | Kā Whakaaweawe me kā Tirohaka a te Kaunihera

14. The following Council policies, strategies and bylaws were considered:
 - Strategic Framework including the Vision Beyond 2050: Our Strategic Framework | Queenstown Lakes District Council;
 - Significance and Engagement Policy 2024;
 - Enforcement Strategy and Prosecution Policy 2021;
 - Travel to a thriving future - A Regenerative Tourism Plan; and

- QLDC 30 Year Infrastructure Strategy.

15. The recommended option is consistent with the principles set out in the above named policies.
16. This matter is included in the Long Term Plan/Annual Plan. For Council-owned water supplies, the 2024-34 Long Term Plan has delivered the compliance response programme of works and is also delivering the pre-UV filtration project to further decrease the risk of non-compliance. Future growth projects also consider retaining compliance across those supplies. For the privately owned drinking water supplies, Council will continue its education campaign and will work with Taumata Arowai as required.

Legal Considerations and Statutory Responsibilities | Ka Ture Whaiwhakaaro me kā Takohaka Waeture

17. The Community Access to Drinking Water Review was undertaken in the context of the requirements of the Water Services Act 2021, which requires territorial authorities to assess drinking water services at a community level, including the nature of existing services, the extent to which communities receive a sufficient quantity of drinking water, the safety and quality of drinking water supplies, and the consequences of loss of access to drinking water services.
18. The review contributes to Council's understanding of drinking water service provision across the district and supports Council's ability to meet its statutory responsibilities under the Water Services Act 2021.
19. This report is provided for information only and does not seek any decision from the Assets & Infrastructure Committee. No specific legal advice has been required, and no legal issues are foreseen to arise directly from the Committee receiving the report.

Local Government Act 2002 Purpose Provisions | Te Whakatureture 2002 o te Kāwanataka ā-Kiaka

20. Section 10 of the Local Government Act 2002 (LGA) states the purpose of local government is (a) to enable democratic local decision-making and action by, and on behalf of, communities; and (b) to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. The recommendation to note the report for information only is appropriate and within the scope of Section 10 of the LGA.
21. The recommended option:
- The Asset and Infrastructure Committee note the contents of this report and attachments;
 - Can be implemented through current funding under the Long Term Plan and Annual Plan;
 - Is consistent with the Council's plans and policies; and

- Would not significantly alter the intended level of service provision for any significant activity undertaken by or on behalf of the Council or transfer the ownership or control of a strategic asset to or from the Council.

Attachments | Kā Tāpirihaka

A	Community Access to Drinking Water
B	Councillor Briefing
C	Community Access Presentation

Community Access to Drinking Water Report

June 2026



QUEENSTOWN
LAKES DISTRICT
COUNCIL

Queenstown Lakes District Council

Community Access to Drinking Water Report

Prepared by:	Mark Baker (Secondment to QLDC) / Morphem Environmental
Prepared for:	Queenstown Lakes District Council
Date:	05/08/2026
Version:	3
Status:	For Approval
Template Version:	March 2023

Document Control

Document Information

Document ID	
Document owner	
Issue date	
Filename	

Document History

Version	Issue date	Changes
1	19/06/2026	Initial Draft for Approval
2	24/06/2026	Minor updates as per feedback
3	05/08/2026	Minor update to delete reference error

Document Review

Role	Name	Review Status
Three Waters Strategy Planning Manager	Helen Beaumont	Reviewed

Document Sign-off

Role	Name	Sign-off Date
General Manager P&I	Tony Avery	07/08/2026

Table of Contents

Executive Summary	4
1 Introduction.....	6
1.1 Purpose and Summary.....	6
1.2 Legislative Context.....	6
1.3 Assessment Approach	6
1.4 Data Sources	7
2 Registered Supplies	8
2.1 Overview.....	8
2.2 Access to Water Supply	8
2.3 Water Quality	8
2.4 Public Health.....	9
2.5 Consequence	10
3 Supplies In-Progress of Registration.....	11
3.1 Overview.....	11
3.2 Access to Water Supply	11
3.3 Water Quality	11
3.4 Public Health.....	11
3.5 Consequence	12
4 Supplies with Lapsed Registration.....	13
4.1 Overview.....	13
4.2 Access to Water Supply	13
4.3 Water Quality	13
4.4 Public Health.....	14
4.5 Consequence	14
5 Unregistered Supplies	15
5.1 Downstream (Linked) Supplies	15
5.2 Known unregistered supplies	15
5.3 Unknown Unregistered Supplies	15
5.4 Other Standalone Tourism Businesses	15
6 Overall Position	16
6.1 Information Gaps.....	16
6.2 Risks	16

6.3 Next Steps.....17

Appendix 1. Assessment Methodology.....18

Appendix 2. Water Supply Locations19

Executive Summary

Queenstown Lakes District Council (QLDC) has undertaken this assessment in accordance with Section 69 of the Local Government (Water Services) Act 2025 to understand the extent to which communities across the district have access to safe and reliable drinking water services, both now and into the future.

The assessment considers registered, in-progress, lapsed, and unregistered drinking water supplies across the district and evaluates access to drinking water, water quality, public health risks, consequences of supply failure, and key risks affecting future service delivery. The assessment is primarily based on information provided by Taumata Arowai, supplemented by QLDC and Otago Regional Council datasets and local knowledge.

Key Findings

- **The majority of the district's population is supplied by registered drinking water supplies.** Thirty-six registered supplies were identified, including QLDC's public water networks, which provide drinking water to approximately 76,000 people on an average day, representing around 93% of the district's population.
- **Access to drinking water is generally strong across registered supplies.** All registered supplies were assessed as having either good or acceptable access to drinking water, with no registered supplies assessed as poor. Ongoing investment by QLDC in water infrastructure and demand management is expected to maintain and improve service resilience as the district continues to grow.
- **Water quality outcomes for registered supplies are generally positive but require further validation.** Twenty-four registered supplies were assessed as having good water quality, while eleven supplies were identified as potentially having treatment or compliance gaps based on the available data. Further engagement with suppliers and Taumata Arowai is recommended to confirm these findings and improve confidence in future assessments.
- **Public health risks are generally low where robust treatment and monitoring systems are in place.** Most registered supplies operate under Drinking Water Safety Plans and monitoring programmes. Available data indicates relatively few reported exceedances of drinking water standards and limited evidence of recurring issues.
- **Registration status is strongly linked to data quality and assessment confidence.** Supplies currently progressing through registration or with lapsed registrations generally have lower-quality information available, resulting in more conservative assessments and a greater number of unknown classifications.
- **A relatively small number of community supplies appear to remain outside the registration system.** The assessment identified one known unregistered supply requiring registration and a potentially small number of other community or commercial supplies, particularly tourism-related businesses, that may also require registration before the statutory deadline of 15 November 2028.
- **Most remaining unregistered supplies are likely to be domestic self-supplies or very small shared domestic supplies.** Spatial analysis suggests many rural properties rely on individual bores or small-scale domestic systems that may not be required to register under current legislation.

Key Risks

The most significant risks identified through this assessment include:

- Potential unregistered commercial or tourism-related supplies that may not yet be aware of their regulatory obligations.
- Limited information available for some smaller supplies, and those supplies still in the process of registering, reducing confidence in assessments of water quality and public health risk.

- Potential contamination events affecting larger community supplies, although these risks are generally mitigated through treatment systems, operational controls, and resilience planning.
- Uncertainty regarding future requirements for linked supplies pending final regulatory guidance from Taumata Arowai.

Overall Conclusion

The assessment indicates that the district is generally well positioned, with a high proportion of the population served by registered drinking water supplies and no significant issues identified regarding access to drinking water. However, information gaps remain for supplies that are unregistered, in the process of registration, or have lapsed registrations.

Given that the registration deadline remains more than two years away, the priority at this stage is to continue supporting registration, improve the quality and completeness of available data, and undertake targeted education and engagement with water suppliers. This will improve regulatory compliance, strengthen understanding of drinking water risks, and provide a more robust evidence base for future assessments.

Recommended Priorities

1. Continue supporting water suppliers to complete registration before 15 November 2028.
2. Continue education and outreach to small community supplies, self-suppliers, and tourism-related businesses.
3. Work with Taumata Arowai to improve data completeness, consistency, and confidence.
4. Clarify and communicate requirements for linked supplies once updated guidance is available.
5. Continue investment in resilience and capacity improvements for QLDC's public water supply networks.

Overall, the assessment demonstrates that drinking water service provision across the district is generally robust, with the primary challenges relating to registration completion, data quality, and identifying the small number of remaining supplies that may require regulatory oversight.

1 Introduction

1.1 Purpose and Summary

This report presents Queenstown Lakes District Council's (QLDC) assessment of community access to drinking water services, in accordance with Section 69 of the Local Government (Water Services) Act 2025.

The assessment:

- Identifies communities and commercial activities across the district and their access to drinking water
- Describes the nature of existing water supplies (reticulated and non-reticulated) and the quality of that water
- Assesses current and future risks to access
- Identifies information gaps and required actions

The report is predominantly based on data provided by Taumata Arowai (the Water Services Authority) which forms the primary evidence base for the assessment. This is further supported by other datasets provided by QLDC and Otago Regional Council (ORC).

1.2 Legislative Context

Section 69 requires territorial authorities to assess at a community level:

- (2)(a) identify each community that receives a drinking water service
- (2)(b) describe the nature of existing drinking water services to the community
- (2)(c) describe the characteristics of the community
- (2)(d) assess the extent to which the community is currently receiving, and will continue to receive, a sufficient quantity of drinking waterAccess to drinking water services
- (2)(e) describe the safety and quality of drinking water currently being supplied to the community
- (2)(f) identify and assess any other public health risks relating to the drinking water services supplied to the community
- (2)(G) assess the consequences if the community loses access to drinking water services

This includes all water supplies, whether reticulated or not, and includes both private and council owned supplies. This report focuses on those water supplies that have a requirement to register with Taumata Arowai, and are not classified as a domestic self-supply or shared domestic supply as defined in the Water Services Act 2021. As per the legislation this assessment does not assess government supplies, in this case two ministry of education supplies.

These supplies must be registered with Taumata Arowai by the owner of the supply by 15 November 2028.

Water Carriers also have a requirement to register, and to comply with the drinking water rules associated with the supply of water through this mechanism. However, they have been excluded from this assessment. It is noted that there are 5 registered water carriers in the Queenstown Lakes District. More information on the registered supplies (including water carriers) can be found here: [Public Register of Drinking Water Supplies · Hinekōrako](#).

1.3 Assessment Approach

This assessment adopts a community and supply-based framework, aligned to Section 69 requirements.

“Community supplies” is interpreted broadly to include:

- Residential settlements that share a water supply, including QLDC supplies
- Discrete activity-based groupings (e.g. tourism activities, campgrounds)

The definition of “supply” is aligned with the definitions used by Taumata Arowai as the regulator of drinking water in New Zealand.

The results have been summarised into categories based on the status of their registration type, and then subsequently by the supply size. This allows a high-level quantification of risk across all supplies.

Sections 69(2)(a)-(c) have been completed through a qualitative assessment based on the range of data sources outlined below.

Sections 69(2)(d)-(g) have been completed through a mix of quantitative and qualitative assessments. The assessment framework is outlined further in Appendix 1. It should be noted that for this initial assessment, a number of assumptions have been made due to current data limitations. Recommendations for data improvements are included throughout the report.

This report summarises the assessment across four groups of supply:

- Registered Supplies
- Supplies In-Progress of Registration
- Supplies with Lapsed Registration
- Unregistered Supplies

1.4 Data Sources

The following data sources have formed the basis of the assessment. However, it should be noted that completeness and the confidence of the data varies considerably between each group. As expected, there are generally good records for the registered supplies, with generally reducing levels of data through the remaining three categories, and ultimately, little to no data available for unregistered supplies. However, with the deadline for registration just over two years away it is expected that there will be a significant improvement in data before the next legislated iteration of this assessment in 2029.

The key data sources for this assessment were:

- Water Services Authority (Taumata Arowai) supply registers and compliance records
- QLDC Spatial data (Property and Services)
- QLDC Scheme Boundaries
- ORC Bore (wells) and Consents

Significant local knowledge has also fed into this assessment in linking schemes to communities and to start to identify potential community schemes that are not known to be registered/registering.

2 Registered Supplies

2.1 Overview

The Water Services Act 2021 requires all drinking water supplies to be registered with Taumata Arowai to help ensure that the water supplied to communities is safe to drink.

36 registered supplies were identified and carried forward into this analysis. This includes QLDCs public networks which are the majority of the large, registered supplies and supply nearly 76,000 people (average day population) or approximately 93% of the district's average day population.

A number of the other large water supplies, that service more than 500 people, are the district's major tourist businesses, e.g. ski fields, rather than supplies to large residential developments.

In addition to the two Ministry of Education supplies noted above, two other supplies were excluded from the analysis:

- QLDCs Corbridge supply that has recently been connected to the Luggate supply, and is in the process of being deregistered.
- An assumed duplication of a very small community scheme in the Whakatipu Basin.

2.2 Access to Water Supply

The district has one of the highest per capita water demand in the country, and that, along with high growth rates has put pressures on a number of QLDCs water supply schemes. QLDC are currently completing a water demand management plan alongside significant investments to increase the capacity of its water supplies that are either underway or programmed in the Long Term Plan. These initiatives will ensure the access to drinking water is secured into the future.

The remaining water supplies are assumed to be appropriately sized for the population demand as they were designed to service a ringfenced subdivision or specific business, and therefore any upscaling of the businesses or communities would require consideration of the water supply as a part of the planning process. There were no identified issues with access to drinking water.

Supply Size	Good	Acceptable	Poor	Grand Total
Large (Over 500)	12	1	0	13
Medium (101 to 500)	4	3	0	7
Small (26 to 100)	10	3	0	13
Very Small (25 or less)	3	0	0	3
Grand Total	29	7	0	36

2.3 Water Quality

Due to data gaps and uncertainty, this assessment has cautiously categorised the below groupings.

23 registered supplies positively identified with Drinking Water Safety Plans (DWSP) in place alongside an approved solution or other appropriate treatment barriers for the size of network.

11 Supplies with identified shortfalls in treatment levels in the supplied data. It is recommended that this data is explored further to ensure that this is a true reflection of water services within these communities.

However, this will require working with those suppliers and with Taumata Arowai to ensure improved confidence in that data in the future.

The remaining supply was unable to be assessed due to gaps in the available safety and quality data.

Supply Size	Good	Acceptable	Poor	Unknown	Grand Total
Large (Over 500)	11	0	2	0	13
Medium (101 to 500)	6	0	1	0	7
Small (26 to 100)	5	0	7	1	13
Very Small (25 or less)	2	0	1	0	3
Grand Total	24	0	11	1	36

2.4 Public Health

Given the limited data regarding direct public health effects of drinking water supplies in the available data, this assessment leans heavily on the water quality and access assessments to estimate the potential public health effects. The data shows that QLDCs public water schemes and a number of private schemes have Drinking Water Safety Plans (DWSPs) that ensure the water source and treatment is well understood and that a regular testing regime is undertaken for a broad range of contaminants, therefore these supplies score highly in this part of the assessment.

It should be noted that this is an assessment of potential public health risk only. There is no data that indicates that there have been significant public health issues that have not already been addressed, or are in the process of being addressed.

Overall, 75% of the assessed supplies scored at an acceptable level or above.

Supply Size	Good	Acceptable	Poor	Unknown	Grand Total
Large (Over 500)	11	0	2	0	13
Medium (101 to 500)	4	2	1	0	7
Small (26 to 100)	3	2	7	1	13
Very Small (25 or less)	2	0	1	0	3
Grand Total	20	4	11	1	36

Registered laboratories are required to inform Taumata Arowai when drinking water samples exceed maximum allowable values for the concentration of determinands in drinking water. More information can be found [here](#). It is noted that the provided data indicates that very few formal notifications of exceedances have been provided to Taumata Arowai, with minimal repeat issues. This shows that, where laboratory testing is conducted, the supplied drinking water quality is good. What is not proven in the data is that the correct level of monitoring is being completed by all community supplies.

Issues such as high levels of naturally occurring arsenic have been observed historically in some areas of the district. It is noted that if an Acceptable Solution is utilised for a water supply, that water quality monitoring is still a requirement, including annual testing for arsenic. Compliance with these requirements cannot be

assessed from the available data. QLDC have an ongoing education campaign, including drop-in sessions, targeting private water supplies and self-suppliers to ensure that these risks are understood by suppliers and consumers. More information can be found here: [QLDC - Private Drinking Water Supplies](#).

2.5 Consequence

Aligning with the general frameworks of the drinking water categories, the consequence levels have been assessed accordingly to the population served by the supply:

Supply Size	High	Medium	Low	Grand Total
Large (Over 500)	13	0	0	13
Medium (101 to 500)	0	7	0	7
Small (26 to 100)	0	0	13	13
Very Small (25 or less)	0	0	3	3
Grand Total	13	7	16	36

The majority of the networked supplies in the categories are council supplies or are self-supplied buildings of major tourist businesses. Registration of these water supplies and active compliance with the drinking water rules are the first steps to mitigating the consequence of major events/natural disasters. However, council are also working towards building further resilience into their supplies through current and future investments that will further mitigate the consequence of failure of supplies or water sources.

Noting the three supplies assessed as poor in the public health assessment medium and large categories above:

- One of these is the current Wanaka Airport supply that is in the process of being connected to the Luggate Supply which is fully compliant with the drinking water rules.
- Another supply is registered to QLDC, but is operated under a lease agreement – QLDC are working with the leaseholder to improve the understanding of the situation and if further work is required.
- The remaining supply is a private supply, and the assessed issue is potentially an issue with the data rather than a real risk. This will be included in a follow-up process with Taumata Arowai.

Potential issues with the small or very small supplies could generally utilise water carriers as an emergency or short term back up if significant issues arose. However, the medium or large supplies would likely need a different approach beyond an initial response following an issue, QLDC are monitoring this and would be able to assist if required.

3 Supplies In-Progress of Registration

3.1 Overview

11 water supplies were identified as currently being in the process of registration. These supplies are largely networked supplies with 2 commercial self-supplied buildings. The networked supplies mainly serve small to medium sized communities. These supplies are required to complete registration by 15 November 2028 with Taumata Arowai in compliance with the Water Services Act 2021.

As the registration process is not yet complete for these, the data was variable resulting a relatively low confidence or could not be scored resulting in an unknown classification. The registration process is expected to improve data quality over time, leading to more reliable scores and greater confidence in the results.

3.2 Access to Water Supply

All 11 supplies in progress for registration scored at an acceptable level for access to water supply, however this assessment has been made conservatively to allow for uncertainty due to limited available data.

Supply Size	Good	Acceptable	Poor	Grand Total
Large (Over 500)	0	0	0	0
Medium (101 to 500)	0	2	0	2
Small (26 to 100)	0	6	0	6
Very Small (25 or less)	0	3	0	3
Grand Total	0	11	0	11

3.3 Water Quality

All the small (26 to 100) sized supplies were assessed to have poor water quality due to the limited water treatment applied to the supplies. Gaps within the data and uncertainty means that nearly half of the 11 supplies could not be assessed.

Supply Size	Good	Acceptable	Poor	Unknown	Grand Total
Large (Over 500)	0	0	0	0	0
Medium (101 to 500)	0	0	0	2	2
Small (26 to 100)	0	0	6	0	6
Very Small (25 or less)	0	0	0	3	3
Grand Total	0	0	6	5	11

3.4 Public Health

The public health scoring reflects that of the water quality score above. Like the water quality scores, this is driven by the limited data that is available and does not necessarily indicate poor water quality or that there is a health risk. However, it should be noted that, through registration, these supplies are taking steps to demonstrate compliance with the drinking water rules and improved data will be available before the next assessment under this legislation.

Supply Size	Good	Acceptable	Poor	Unknown	Grand Total
Large (Over 500)	0	0	0	0	0
Medium (101 to 500)	0	0	0	2	2
Small (26 to 100)	0	0	6	0	6
Very Small (25 or less)	0	0	0	3	3
Grand Total	0	0	6	5	11

3.5 Consequence

Due to the inherent uncertainty and gaps in data an assessment of consequence cannot be carried out at this time. This will need to be assessed after the data gaps and uncertainty are addressed once the registration of these supplies are completed.

4 Supplies with Lapsed Registration

4.1 Overview

4 supplies were identified to have lapsed registrations. These supplies are not currently registered within Taumata Arowai, however they will need to be reregistered by 15 November 2028 to be in compliance with the Water Services Act 2021. There is a need to maintain registration on a 5-yearly basis, and it could simply be that at the time of the data extract being completed that the process to maintain registration had not been completed. However, as the supplies had previously been registered there was generally good data available to complete an assessment, but that required the assumption that the data was still correct.

One lapsed registration is also suspected to be a duplicate registration, but this will need to be confirmed going forward. The scores relevant to this supply are noted with an asterisk.

4.2 Access to Water Supply

These 4 supplies consist of 3 small (26 to 100) and very small (25 or less) networked supplies and 1 medium (101 to 500) self-supplied building which services a ski field. These supplies were generally scored well in access to water supply.

Supply Size	Good	Acceptable	Poor	Grand Total
Large (Over 500)	0	0	0	0
Medium (101 to 500)	1	0	0	1
Small (26 to 100)	1	1	0	2
Very Small (25 or less)	1*	0	0	1
Grand Total	3	1	0	4

4.3 Water Quality

Both small supplies were assessed to have good water quality, while the very small supply was assessed to have a poor water quality standard due to the limited level of treatment applied.

The medium supply was unable to be assessed due to limited available information.

Supply Size	Good	Acceptable	Poor	Unknown	Grand Total
Large (Over 500)	0	0	0	0	0
Medium (101 to 500)	0	0	0	1	1
Small (26 to 100)	2	0	0	0	2
Very Small (25 or less)	0	0	1*	0	1
Grand Total	2	0	1	1	4

4.4 Public Health

Due to the poor quality of the very small water supply, the public health risk is rated as poor as well. However, this is suspected duplicate supply discussed previously so the data is of low confidence. The small supplies scored at a minimum acceptable level as both supplies have good water quality.

Supply Size	Good	Acceptable	Poor	Unknown	Grand Total
Large (Over 500)					0
Medium (101 to 500)				1	1
Small (26 to 100)	1	1			2
Very Small (25 or less)			1*		1
Grand Total	2	1	1		4

4.5 Consequence

The consequence of loss of access to drinking water is relatively low for the small and very small supplies due to the small population these supplies serve and the ability to shut down the one commercial business that would be affected in this grouping.

The medium sized supply poses a much higher risk if a contamination event occurred and the lapsed registration could be a concern if the supply does not confirm its registration in the near future, and consequently confirms the levels of treatment and operation of the supply. As this is a medium sized supply and a commercial entity servicing the public it will need to be reregistered before the November 2028 deadline.

Supply Size	High	Medium	Low	Grand Total
Large (Over 500)				0
Medium (101 to 500)		1		1
Small (26 to 100)			2	2
Very Small (25 or less)			1*	1
Grand Total	0	1	3	4

5 Unregistered Supplies

It should be noted that while the deadline for registration is still some time away, unregistered schemes still have a legislative responsibility to provide safe water to users. Without the data that becomes available through registration there is no ability to directly, and confidently, assess the access, water quality or public health risks of these supplies. However, a cumulative health risk can potentially be explored at a high level.

Unregistered supplies fall into a number of subcategories as outlined below.

5.1 Downstream (Linked) Supplies

A number of potential downstream supplies (previously called linked supplies) have been identified where drinking water is bulk supplied from one supply to another. Taumata Arowai have recently consulted on simplifying the definition of downstream supplies, and new definitions and rules have recently been included in the Drinking Water Quality Assurance Rules 2026, which come into force 1 July 2027. It is likely that some of these supplies would be deemed downstream supplies and that suppliers in this case would require to complete ongoing network compliance monitoring as a minimum. The rules can be seen here: [Drinking-Water-Quality-Assurance-Rules-2026](#). This update will be highlighted to suppliers through QLDCs ongoing education campaign.

5.2 Known unregistered supplies

This assessment has identified that there may be 1 known but unregistered supply that would require registration by 15 November 2028. This is actively being worked on by council staff with the leaseholder. It is acknowledged that this is a registration issue, but the supply is known to have compliant levels of treatment, and the supply is actively maintained.

5.3 Unknown Unregistered Supplies

Outside of the properties that have been assessed through sections 2 to 4 above, spatial analysis indicates that there are approximately 2,500 properties that might require a water supply. This is likely to be an over-estimate of properties that require a water supply as it is driven from address data and not all properties with addresses will require a drinking water supply. ORC data also indicates that there over 850 active bores that have a 'domestic' or 'community water supply' use. This ratio of 1 bore for every 3 addresses demonstrates that, in reality, the majority of the remaining properties are likely to self-supply or be a part of a very small (less than 25 people) domestic supply scheme. These supplies are unlikely to require registration as long as they normally service 25 people or less and they only supply drinking water for domestic purposes. Further visual assessment of spatial data does show that there is a small number of private water supplies that potentially might be close to the 25 people limit. These self-suppliers, very small supplies and potential small supplies are planned to be the target of an education campaign that will ensure that water supplier responsibilities are understood.

5.4 Other Standalone Tourism Businesses

It is thought that there may be a small number of standalone tourism businesses that are not yet registered. The size of these businesses and the number of people they supply are not fully understood.

Like those mentioned above, this category of potential supplies will be a target of the planned education campaign.

6 Overall Position

It is important to note that the deadline for registration of community water supplies is still more than two years away, and that non-registration at this time should not be interpreted as being indicative of poor water supply performance or safety. However, for those schemes that are not registered (or haven't completed registration) it does mean that there is limited or no data to utilise in this assessment which has heavily influenced the results.

Overall, this assessment indicates that there is a relatively small number of potentially small-large supplies that are not already registered, or in the process of registering, with Taumata Arowai.

The main concern at this point, given the consequence of potential contamination events, would be the unknown number of tourist attractions (or other commercial businesses) that may be utilising a private water supply for direct consumption by customers and/or for food preparation.

Again, it should be noted that there is a current requirement for any water supply to be supplying safe drinking water to consumers, regardless of whether they have registered yet.

More information on the types of supply and the requirements of any water supply can be found here: [What type of drinking water supply do you provide? | The Water Services Authority - Taumata Arowai](#)

6.1 Information Gaps

Non-registered supplies and those that are in the process of registering have generally driven the data gaps and uncertainty in this assessment, however, there are some smaller supplies that are registered and have incomplete or low confidence data.

6.2 Risks

Is noted that the majority of large supplies have lodged a DWSP with Taumata Arowai that would identify supply specific risks. Comment cannot be made on these as the DWSP were not made available for this assessment, but it is generally assumed that the existence of that DWSP means that risks and responses have been considered by the supplier.

Regarding QLDC supplies, council has 12 registered supplies – Queenstown, Wanaka, Arrowtown, Arthurs Point, Lake Hayes, Glenorchy, Hawea, Kingston Cemetery, Cardrona, Luggate, Wanaka Airport, and Corbridge Downs. The Luggate water supply has recently been upgraded and will service Luggate, Wanaka Airport and Corbridge Downs (see note above). Each DWSP has a supply specific risk assessment, which identifies any risks from the source, right through to the point of supply. In accordance with the Water Services Act 2021, the Council registers each drinking water supply every 5 years and confirms that the DWSP is up to date. Of the 12 registered QLDC supplies, one of the supplies is currently having the DWSP updated to reflect significant upgrades to the water treatment plant.

Alongside these legislative requirements, an annual review report of the DWSP performance is conducted, which ensures the DWSP remain current and relevant. Through this assessment, performance of the supply is summarised, the corrective actions table is reviewed, and any other key actions are identified and actively addressed by Council and its contractors to maintain safety and high quality of its drinking water. Records of compliance against the Drinking Water Quality Assurance Rules are stored in the database and Council regularly reports on compliance to Taumata Arowai.

6.2.1 Networked Supplies

The largest public health risk to the networked supplies would be a large-scale water contamination event that would need to be managed.

A number of the larger schemes already have multiple water sources and treatment plants, meaning that a localised issue at a single point of failure can be managed, albeit it at a reduced level of service. Council are actively looking at how back up supplies might be further implemented across all supplies, and if that is not possible, how increased resilience can be achieved locally.

With limited data available it is difficult to confidently assess specific risks for smaller supplies beyond those identified for larger supplies. It is noted that having multiple water sources for smaller supplies would generally be cost prohibitive, but water carrier capacity would be sufficient to supply drinking water if an issue occurred.

6.2.2 Self-Supplied Buildings

The larger self-supplied buildings are commercial businesses, and a drinking water contamination event would likely result in shutting down that business until it can be proven that the supply is safe to drink, with knock on reputational effects. Those self-supplied buildings that are registered are generally assessed to be low risk.

6.3 Next Steps

Given the relatively high levels of registration in the district and that the analysis indicates that the remaining properties and their water supplies will likely fall into a very small domestic supply category, an educational approach is recommended. This education campaign should focus on ensuring the following:

- That all water supplies are required to supply safe water to consumers, no matter how many people they supply.
- That potable supplies for non-domestic use are required to register no matter how many people they supply.
- Supplies requiring registration must register by 15 November 2028
- Once the updated definitions of linked supplies are available, an education campaign can be focused on those potential schemes.
- For confirmed linked supplies that QLDC bulk supplies water to, agreement on responsibilities will need to be sought.

While the data gaps are expected to reduce significantly over time as registration is completed, there is potentially some data gaps that can be reduced in the meantime. This will likely need QLDC and Taumata Arowai to work together to identify those improvements and how the data can be supplied in a more complete manner for the next assessment.

Appendix 1. Assessment Methodology

Qualitative Assessments

Section 69(2)(a) identify each community that receives a drinking water service

Section 69(2)(b) describe the nature of existing drinking water services to the community

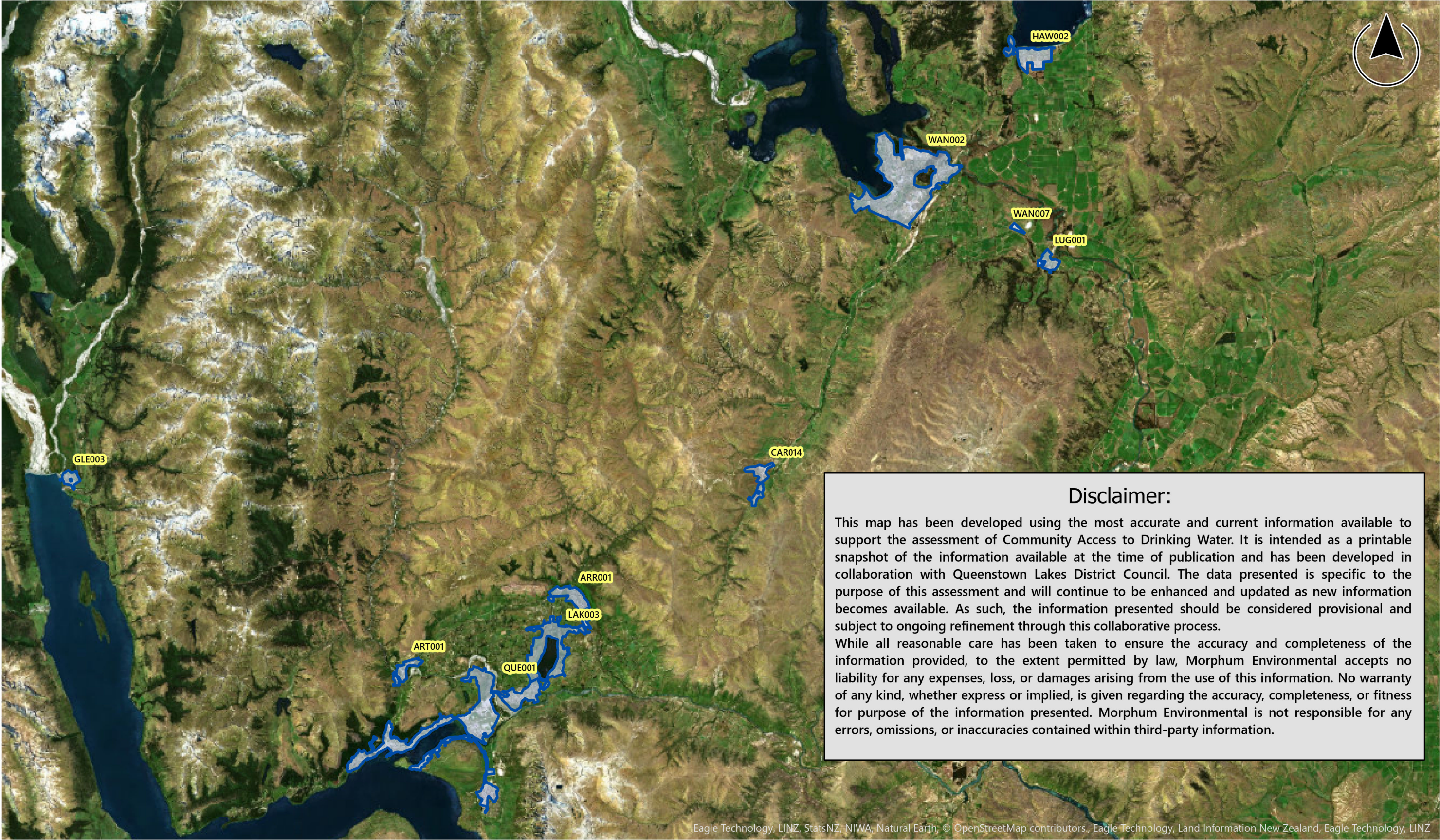
Section 69(2)(c) describe the characteristics of the community

Quantitative Assessments

Section	Good	Acceptable	Poor	Unknown
Section 69(2)(d) assess the extent to which the community is currently receiving, and will continue to receive, a sufficient quantity of drinking water, including a consideration of— (i) the community's existing access to drinking water services; and (ii) any reasonably foreseeable risks to the community's access to drinking water services in the future; and (iii) the current and estimated future demands for drinking water services within the community;	No known limitations	Limited information available	Known or expected limitations Tankered water is only water source	Insufficient Data to complete assessment
Section 69(2)(e) describe the safety and quality of drinking water currently being supplied to the community, using information collected and made available by the Water Services Authority and any other organisations that the territorial authority considers relevant	Drinking Water Safety Plan Treatment appropriate for supply type Monitoring appropriate for supply type OR Compliance via Acceptable Solution	Known source water. Treatment appropriate for supply type Monitoring appropriate for supply type	No information available on source, treatment or monitoring. Tankered water is only water source	Insufficient Data to complete assessment
Section 69(2)(f) identify and assess any other public health risks relating to the drinking water services supplied to the community	Scores "Good" for quality and quantity categories AND No known public health risks (multiple notifications)	Scores "Acceptable" for quality and/or quantity categories. Limited information available.	Scores "Poor" for at least 1 of the above categories. No information available.	Insufficient Data to complete assessment

Section	Low	Medium	High
Section 69(2)(g) based on the assessment under paragraphs (b) to (f),— (i) assess the consequences if the community loses access to drinking water services in the future, or is provided with drinking water services that are deficient in any way, including the implications for that community's public health; and (ii) outline a plan to provide for the community's ongoing access to drinking water services.	Very small or small supplies	Medium Supplies	Large supplies or Food premises

Appendix 2. Water Supply Locations



Disclaimer:

This map has been developed using the most accurate and current information available to support the assessment of Community Access to Drinking Water. It is intended as a printable snapshot of the information available at the time of publication and has been developed in collaboration with Queenstown Lakes District Council. The data presented is specific to the purpose of this assessment and will continue to be enhanced and updated as new information becomes available. As such, the information presented should be considered provisional and subject to ongoing refinement through this collaborative process.

While all reasonable care has been taken to ensure the accuracy and completeness of the information provided, to the extent permitted by law, Morphem Environmental accepts no liability for any expenses, loss, or damages arising from the use of this information. No warranty of any kind, whether express or implied, is given regarding the accuracy, completeness, or fitness for purpose of the information presented. Morphem Environmental is not responsible for any errors, omissions, or inaccuracies contained within third-party information.

Queenstown Lakes District Council Supply

Client **QUEENSTOWN LAKES DISTRICT COUNCIL**
Project **P05710 3W STRATEGY & INFRASTRUCTURE PLANNING ADVISORY SERVICES**

Project no. **P05710**
Date **06 Aug 2026**

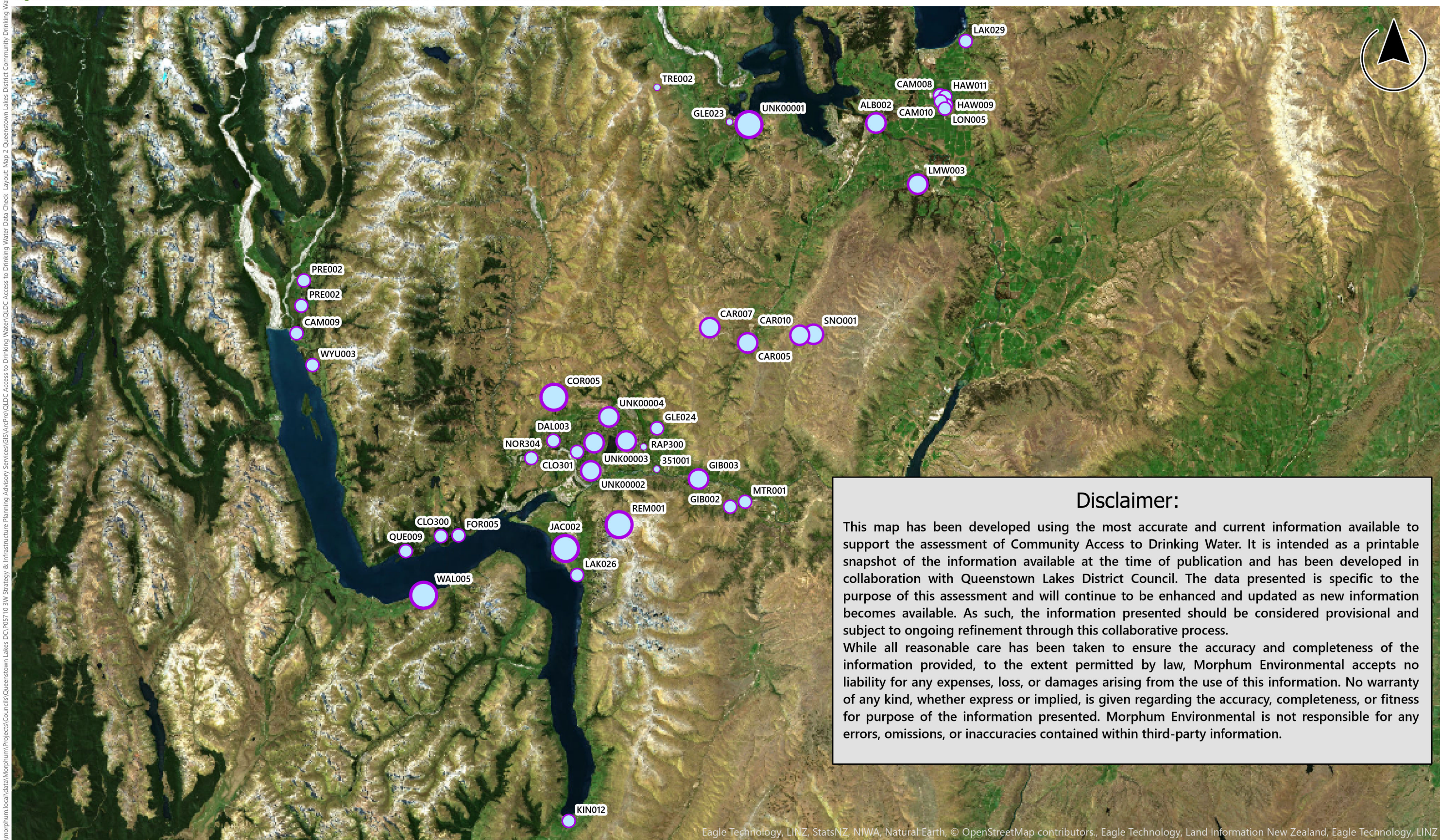
0 7.5 15
Kilometers

Drawn **JT**
Approved **MB**

This plan may contain errors or omissions or may not have the spatial accuracy required for some purposes. There may be other information relating to the area shown on this map which is unknown to Morphem Environmental Ltd. This map may contain Crown copyright data. Please consult Morphem Environmental Ltd if you have any queries.

\\morphum\local\data\Morphum\Projects\Councils\Queenstown Lakes\DC\P05710 3W Strategy & Infrastructure Planning Advisory Services\GIS\ArcPro\QDAC Access to Drinking Water\QDAC Access to Drinking Water Data Check Layout: Map 2 Queenstown Lakes District Community Drinking Water Supply

QUEENSTOWN LAKES DISTRICT COMMUNITY DRINKING WATER SUPPLY



Community Drinking Water Supply

Supply Population Band

- Very Small (25 or less)
- Small (26 to 100)

Medium (101 to 500)

Large (Over 500)

Client **QUEENSTOWN LAKES DISTRICT COUNCIL**
Project **P05710 3W STRATEGY & INFRASTRUCTURE PLANNING ADVISORY SERVICES**

Project no. **P05710**
Date **06 Aug 2026**

Drawn **JT**
Approved **MB**

0 10 20
Kilometers

COUNCILLOR BRIEFING:

Community Access to Drinking Water

Attachment B: Councillor Briefing

CONTENTS

1	Background	1
2	Council Supplies	2
3	Key Findings of Report	2
4	Conclusion	3

1 BACKGROUND

The Local Government (Water Services) Act 2025 requires each territorial authority to assess the access that each community in its district has to drinking water services (by July 2026), stormwater services (by July 2029) and wastewater services (by July 2029). These requirements are part of a territorial authority's broader duty to improve, promote and protect public health within its district in accordance with s23 of the Health Act 1956.

The assessment of drinking water services requires territorial authorities to inform themselves about the current and future access to drinking water services for each community. The assessment must describe the safety and quality of the drinking water being supplied, identify any public health risks and assess the consequences if the community loses access to drinking water services. This includes all drinking water supplies (except those provided by government departments), whether reticulated or not, and embraces both Council and private supplies.

Queenstown Lakes District Council (QLDC) has assessed the extent to which communities across the district have access to safe and reliable drinking water services, both now and into the future. This assessment will be submitted to Taumata Arowai in accordance with Section 69 of the Local Government (Water Services) Act 2025. The assessment considers registered and unregistered drinking water supplies across the district and evaluates access to drinking water, water quality, public health risks, consequences of supply failure, and key risks affecting future service delivery. The assessment is primarily based on information provided by Taumata Arowai, supplemented by QLDC and Otago Regional Council datasets and local knowledge.

There are thirty-six registered supplies across the district being a mix of Council supplies, private networked supplies and self-supplied buildings (such as tourism facilities). Drinking water suppliers must register with Taumata Arowai – Water Services Authority by 15 November 2028, unless they service only domestic dwellings and the population does not exceed 25 people.

2 COUNCIL SUPPLIES

Council has 12 registered supplies – Queenstown, Wanaka, Arrowtown, Arthurs Point, Lake Hayes, Glenorchy, Hawea, Kingston Cemetery, Cardrona, Luggate, Wanaka Airport, and Corbridge Downs. The Luggate water supply has recently been upgraded and now services Luggate and Corbridge Downs; in the future Wanaka Airport will also connect. Each Drinking Water Safety Plan (the Plan) has a supply specific risk assessment, which identifies any risks from the source, right through to the point of supply. In accordance with the Water Services Act 2021, the Council registers each drinking water supply every 5 years and confirms that the Plan is up to date.

Alongside these legislative requirements, an annual review report of the Plan performance is conducted, which ensures that it remains current and relevant. Through this assessment, performance of the supply is summarised, the corrective actions table is reviewed, and any other key actions are identified and actively addressed by Council and its contractors to maintain safety and high quality of its drinking water. Records of compliance against the Drinking Water Quality Assurance Rules are stored in the database, and Council regularly reports on compliance to Taumata Arowai.

3 KEY FINDINGS OF REPORT

- Access to drinking water is generally strong across the thirty-six registered supplies
- Most of the district's population (around 93%) is serviced by the twelve Council supplies
- Water quality outcomes for registered supplies are generally good, and some require further validation
 - twenty-four registered supplies were assessed as having good water quality, eleven supplies were identified with potential treatment or compliance gaps, and the remaining supply was unable to be assessed due to gaps in data
 - of the eleven supplies with potential treatment or compliance gaps, 3 service more than 100 people and may present a risk to public health
 - the 3 supplies with potential gaps service Wanaka Airport (currently untreated and soon to be serviced from Luggate), a campground and a large tourism facility
 - the recommendation is to contact the owners/operators of these 2 supplies to confirm the status of the treatment and compliance regimes
- Public health risks are generally assessed as low where robust treatment and monitoring systems are in place
- Available water quality data indicates relatively few reported exceedances of drinking water standards and little evidence of recurring issues
- Registration status is strongly linked to data quality and assessment confidence; supplies currently progressing through registration or with lapsed registrations generally have lower-quality information available, resulting in more conservative assessments and a greater number of unknown classifications

- a small number of community supplies appear to remain outside the registration system (11 in the process of registering, 4 with lapsed registrations and 1 known unregistered supply)
- a small number of potential downstream supplies have also been noted that may need to adhere to new rules that come into effect on 1 July 2027
- there are a small number of other potential community or commercial supplies, particularly tourism-related businesses, that may require registration before the statutory deadline of 15 November 2028
- Most remaining unregistered supplies are likely to be domestic self-supplies or small shared domestic supplies (serving fewer than 25 people). Spatial analysis suggests many rural properties rely on individual bores or small-scale domestic systems that would not be required to register under current legislation.

4 CONCLUSION

Drinking water services across the district are generally robust with the primary challenges relating to registration with Taumata Arowai and data quality. A high proportion of the population is served by registered drinking water supplies, and no significant issues were identified regarding access to drinking water.

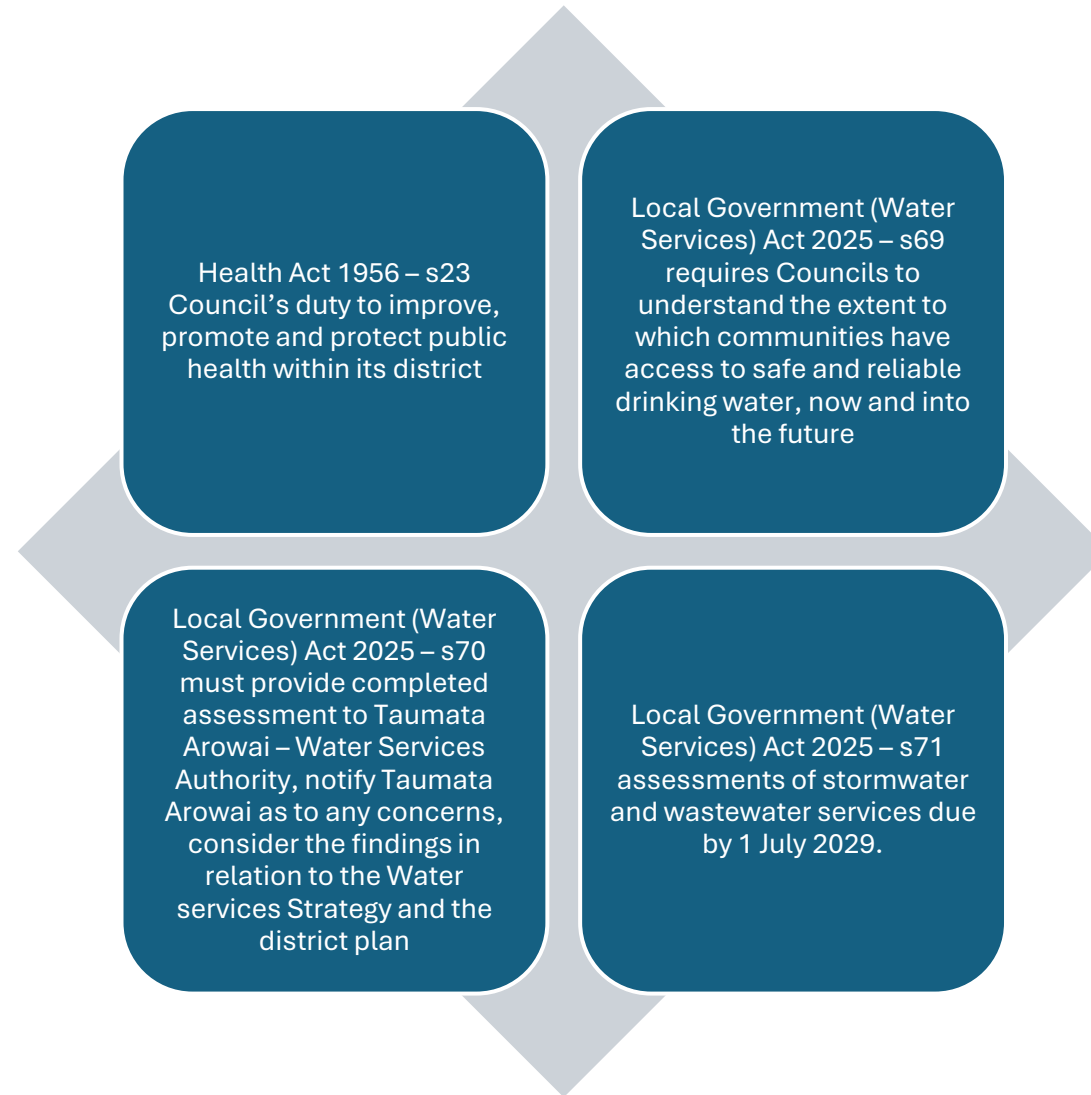
Significant information gaps remain for supplies that are unregistered, in the process of registration, or have lapsed registrations. Given that the registration deadline remains more than two years away, the priority at this stage is to continue supporting registration, improve the quality and completeness of available data, and continue to undertake targeted education and engagement with water suppliers.

Community Access to Drinking Water

Asset & Infrastructure Committee

Thursday, 3 September 2026

Legislative requirements



Types of drinking water supplies

Domestic self-supply or shared domestic supply – serve ≤ 25 people

- House with rainwater tank or small group of houses sharing a bore

Networked – large (>500 people), medium (101-500), small (26-100)

- typical town supply

Very small community – normally ≤ 25 people but up to 50 for <60 days

- marae and community hall

Self-supplied buildings (≤ 10 buildings with common ownership) – large (>500 people), medium (101-500) and small (26-100)

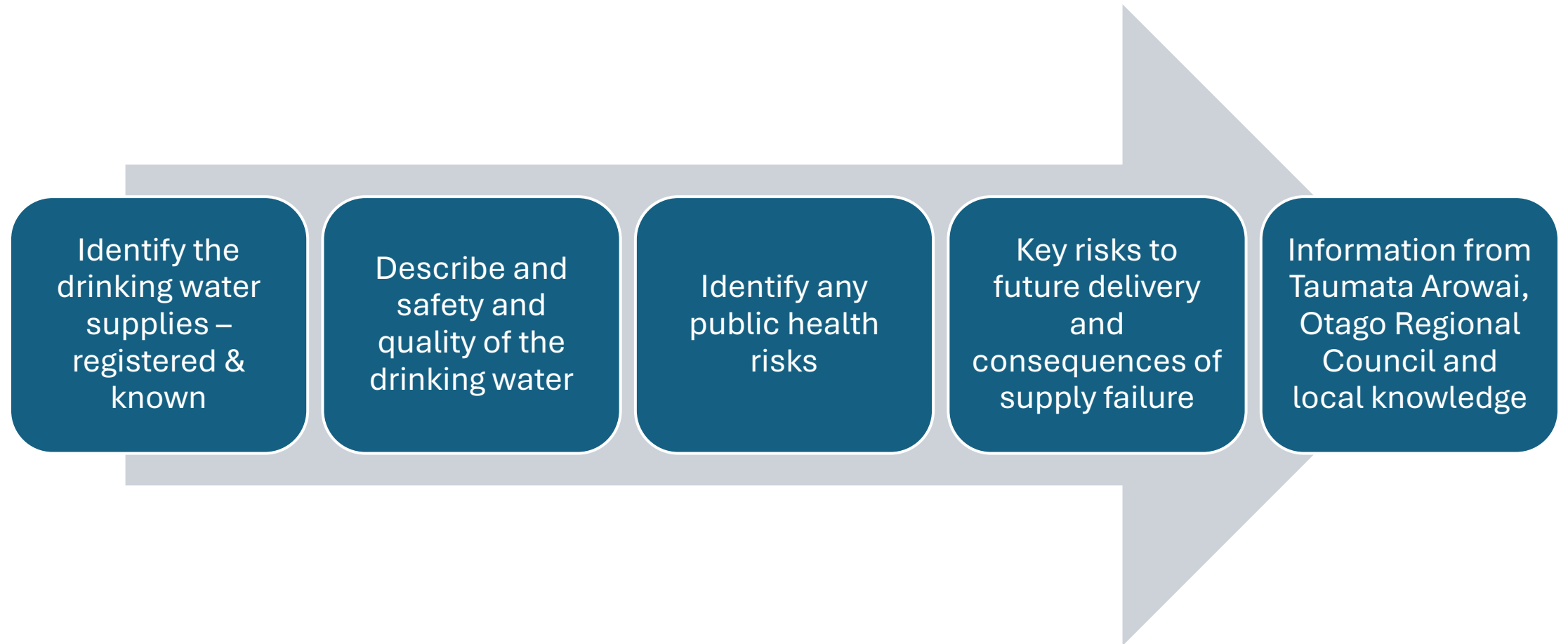
- ski resort, residential body corporate, rural school

Downstream supplier – receives water and has risk factors

- industrial site with additional treatment
- private residential network with pumps, scour valves, fire hydrants and/or reservoirs

Water carrier – the tankers

The assessment process



Registered drinking water supplies

Total of 36 registered supplies across the district

- 12 Council supplies – service 93% population (76,000 people)
 - Queenstown, Arthurs Point, Lake Hayes, Arrowtown, Glenorchy, Kingston Cemetery
 - Wanaka, Hawea, Cardrona, Luggate, Wanaka Airport, Corbridge Downs
- 24 Private networks and self supplied buildings
 - Mostly small except for Jacks Point and Cardrona

Registered supplies – the results

Access to drinking water is acceptable to good across all supplies

Water quality outcomes good across 24 supplies, with potential treatment or compliance gaps across 11 supplies and unknown for 1 supply

3 of these 11 supplies with treatment or compliance gaps service >100 people and may present a risk to public health

- Wanaka Airport – untreated and soon to be serviced from Luggate
- Campground – recommend talking to the leaseholder
- Tourism facility – recommend follow-up with Taumata Arowai on gaps in data

Available water quality data indicates few exceedances of drinking water standards and little evidence of recurring issues

History of high levels of arsenic in bore water – Council has an ongoing education campaign to ensure risks are understood

Supplies in the process of registration

9 networked supplies – 2 medium, 6 small and 3 very small

2 self supplied buildings

The results

All have acceptable access to drinking water

6 small supplies with poor water quality due to limited treatment

5 supplies with unknown water quality due to insufficient data

Supplies with lapsed registration

3 networked supplies – 2 small and 1 very small

1 self supplied building

The results

All have acceptable access to drinking water

2 small supplies with good water quality

1 very small supply with poor water quality due to limited treatment

1 self supplied building unknown water quality due to insufficient data

Registration with Taumata Arowai

Supplies must register by 15 November 2028

Confidence in data quality and risk assessment is strongly linked to registration

36 registered supplies

11 supplies in the process of registration

4 supplies with lapsed registration

Remaining 2,500 properties outside of an identified network are likely to be domestic self supplies or very small shared supplies that do not require registration.

Conclusions

District is doing well with 93% population serviced by registered Council water supplies

No significant issues identified regarding access to drinking water

Growth pressures on Council supplies addressed by capacity upgrades and water demand management plan

No significant risks to public health identified

Information gaps with respect to unregistered supplies

Priority is to continue education and support registration.

Implications for the Water Services Strategy

There are several private supplies in the district that may wish to divest to Council / CCO control

- Acquisition and Vesting of Private 3-waters Schemes Policy (2021)
- this policy recognises that small suppliers may not have the capacity or capability to comply and sets out the process for vesting to minimise public health risks to the community and minimise financial prejudice to Council
- the policy should be reviewed and updated to clearly set out the responsibilities of Council and the new Water Services Council Controlled Organisation

Direction from Taumata Arowai if serious public health risk

- s83 Water Services Act power to appoint a statutory manager
- used once for Kāeo water supply after 10 years boil water advisory.